

WEST**Freeform Search****Database:**

US Patents Full-Text Database
 US Pre-Grant Publication Full-Text Database
 JPO Abstracts Database
 EPO Abstracts Database
 Derwent World Patents Index
 IBM Technical Disclosure Bulletins

Term:

L6 and (loyalty or retention or churn or turnover
 or tenure or (lifetime adj value) or hazard)

Display: **Documents in Display Format:** **Starting with Number**

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Search History

DATE: Wednesday, June 04, 2003 [Printable Copy](#) [Create Case](#)

Set Name Query
 side by side

Hit Count Set Name
 result set

DB=USPT; PLUR=YES; OP=OR

<u>L7</u>	L6 and (loyalty or retention or churn or turnover or tenure or (lifetime adj value) or hazard)	23	<u>L7</u>
<u>L6</u>	11 and (customer adj2 valu\$)	49	<u>L6</u>
<u>L5</u>	11 and (((hazard\$ same function) or (lifetime adj value)) and (churn or turnover))	0	<u>L5</u>
<u>L4</u>	11 and ((hazard\$ or (lifetime adj value)) and (customer adj2 valu\$))	7	<u>L4</u>
<u>L3</u>	11 and ((hazard\$ or (lifetime adj value)) same (customer adj2 valu\$))	2	<u>L3</u>
<u>L2</u>	11 and ((evaluat\$ or determin\$ or calculat\$) adj3 (customer adj value))	2	<u>L2</u>
<u>L1</u>	((705/1 705/7 705/10)!.CCLS. (or/)!.CCLS.)	1221	<u>L1</u>

END OF SEARCH HISTORY

WEST[Help](#)[Logout](#)[Interrupt](#)[Main Menu](#)[Search Form](#)[Posting Counts](#)[Show S Numbers](#)[Edit S Numbers](#)[Preferences](#)[Cases](#)**Search Results -**

Terms	Documents
L12 and pre-expir\$	0

Database:

US Patents Full-Text Database
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EPO Abstracts Database
Derwent World Patents Index
IBM Technical Disclosure Bulletins

Search:

L17

[Refine Search](#)[Recall Text](#)[Clear](#)**Search History****DATE:** Wednesday, June 04, 2003 [Printable Copy](#) [Create Case](#)

Set Name Query
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DB=USPT; PLUR=YES; OP=OR

<u>L17</u>	L12 and pre-expir\$	0	<u>L17</u>
<u>L16</u>	L4 and pre-expir\$	0	<u>L16</u>
<u>L15</u>	L12 and incentives	2	<u>L15</u>
<u>L14</u>	L12 and (hazard\$)	0	<u>L14</u>
<u>L13</u>	L12 and (hazard adj function)	0	<u>L13</u>
<u>L12</u>	l2 or l4	7	<u>L12</u>
<u>L11</u>	L4 and ltv	1	<u>L11</u>
<u>L10</u>	L4 and (lifetime adj5 value)	1	<u>L10</u>
<u>L9</u>	L2 and valu\$	5	<u>L9</u>
<u>L8</u>	L2 anf valu\$	1233867	<u>L8</u>
<u>L7</u>	L2 and (lifetime adj5 value)	0	<u>L7</u>
<u>L6</u>	L2 and (lifetime adj value)	0	<u>L6</u>
<u>L5</u>	L4 and contract\$	1	<u>L5</u>
<u>L4</u>	(6411961 or 5966695 or 6411936)[pn]	3	<u>L4</u>
<u>L3</u>	L1 and ((churn or turnover) and (customer adj (profit\$ or valu\$)))	5	<u>L3</u>
<u>L2</u>	L1 and ((churn or turnover) and (customer adj valu\$))	5	<u>L2</u>
<u>L1</u>	((705/1 705/7 705/10)!.CCLS. (or/)!.CCLS.)	1221	<u>L1</u>

END OF SEARCH HISTORY

(FILE 'HOME' ENTERED AT 11:19:33 ON 04 JUN 2003)

FILE 'USPAT2, INPADOC, INSPEC, PATOSEP, PATOSWO, NLDB, JAPIO' ENTERED AT
11:20:17 ON 04 JUN 2003

L1 10 S ((EVALUAT? OR DETERMIN? OR CALCULAT?) (3W) (CUSTOMER(W)VALUE))
L2 2 S L1 AND (HAZARD OR (LIFETIME(W)VALUE))
L3 1676 S (VALU?(P) (HAZARD OR (LIFETIME(W)VALUE)))
L4 121 S ((CUSTOMER(2A)VALU?) (P) (HAZARD OR (LIFETIME(W)VALUE)))
L5 14 S L4 AND CHURN?

FILE 'USPAT2, INPADOC, INSPEC, EUROPATFULL, PATOSEP, PATOSWO, NLDB,
JAPIO' ENTERED AT 11:41:40 ON 04 JUN 2003

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